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2006-183-C

January 5, 2010

Mr. Charles Terrini, Chief Clerk/Administrator
SC Public Service Commission
101 Executive Center Dr., Suite 100
Columbia, SC 29211

RECEIVED
2010 JAN 15 PM 1:00
SC PUBLIC SERVICE
COMMISSION

RE: 4Q2009 Service Quality Reports for CLEC Operations

Dear Mr. Terrini:

In accordance with current Commission Regulations 106-618 and 103-619, I have submitted the above referenced reports to the ORS under the Commission's standing protective order adopted by the Commission in Docket No. 2007-375-C. The reports have been filed with the ORS in both a proprietary confidential form and in a redacted public version; however, a copy of these reports (public or proprietary) have not been filed with the Commission.

FTC Diversified Services, Inc. is committed to achieving, and exceeding, the service performance goals as established by Commission Regulations and by our customer expectations. Thank you for your cooperation and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald K. Nesmith", written in a cursive style.

Ronald K. Nesmith
External Affairs & Chief Regulatory Officer



FTC Diversified Services, Inc. (CLEC)
Quarterly Service Quality Reports
4Q2009

REDACTED VERSION FOR PUBLIC INSPECTION

	Oct	Nov	Dec	Quarter
Number Access Lines	8,786	8,817	8,812	8,812
Total Reported Troubles	40	40	47	127
Troubles per 100 Access Lines per month	0.46	0.45	0.53	0.48
Out-Of-Service (OOS) Reports	75	70	57	202
Percent OOS Cleared Within 24 hrs.	96	93	88	93
New Applications Held >30 Days	0	0	0	0
Regrade Applications Held >30 Days	0	0	0	0
% Service Orders Completed Within 5 Days	87	100	93	93
Commitments Fulfilled				